



Initiative: Supply Chain Discrepancy Report Transformation Initiative

- **Description:** This is an OSD-approved initiative to move Supply Discrepancy Reports (SDRs) into an integrated transactional environment thereby providing an effective means to report, resolve and measure discrepancies related to pipeline performance. The objectives are to: (1) Utilize the current capabilities of WebSDR to provide management reports to enable monitoring of trends; establish volume and dollar value of SDRs; and measure compliance with SDR timeframes to enable Perfect Order Fulfillment computations
- **Issue (Problem):**
 - Lack of management information to establish baseline perfect order fulfillment metric on the correctness and satisfaction of customer supply system requirements.
 - Inability to identify required changes to processes, procedures, and training to improve customer support with correct item, in the correct quantity in correct condition, in correct packaging, etc.
 - Lack of ability to measure progress and the effects of changes to processes, procedures, and training changes to improve customer perfect order fulfillment from the baseline metric.
- **Objective (Desired Outcome):**
 - Utilize current evolving supply discrepancy reporting system that captures and routes customer reports of discrepancies to responsible organizations for resolution as the central authoritative database for supporting the perfect order fulfillment measurement.
 - Establish a baseline metric of customer order correctness from the central authoritative database.
 - Provide management with reports that provide a basis for identification trends, bad actors, potential developing problems which provide the basis for management action and measuring the effects of actions taken.